6. Subscribership and Penetration

Background

The number and percentage of households that have telephone service represent the most fundamental measures of the extent of universal service. Continuing analysis of telephone penetration statistics allows us to examine the aggregate effects of Commission actions on households' decisions to maintain, acquire or drop telephone service. This section presents comprehensive data on telephone penetration statistics collected by the Bureau of the Census under contract with the Federal Communications Commission.[1] Along with telephone penetration statistics for the United States and each of the states from November 1983 to November 2001, data are provided on penetration based on various demographic characteristics. This section also updates information on telephone penetration by income by state.[2] This information is designed to help evaluate the degree of success of making telephone service available to low-income households in each state.

The most widely used measure of telephone subscribership is the percentage of households with telephone service, sometimes called a measure of telephone penetration. Prior to the 1980s, precise measurements of telephone subscribership received little attention. Traditionally, telephone penetration was measured by dividing the number of residential telephone lines by the number of households. Measures of penetration based on the number of residential lines, however, became subject to a large margin of error as more and more households added second telephone lines and more consumers acquired second homes. By 1980, the traditional penetration measure (residential lines divided by the number of households) reached 96%, while the number of households reporting that they had telephones in the 1980 census was 92.9%.

Recognizing the need for more precise periodic measurements of subscribership, the Commission requested that the Bureau of the Census include questions on telephone availability as part of its Current Population Survey (CPS), which monitors demographic trends between the decennial censuses. This survey is a staggered panel survey in which the people residing at particular addresses are included in the survey for four consecutive months in one year and the same four months in the following year. Use of the CPS has several advantages: it is conducted every month by an independent and expert agency; the sample is large; and the questions are consistent. Thus, changes in the results can be compared over time with a great deal of confidence.

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1 This information was included in Industry Analysis and Technology Division, Wireline Competition Bureau, Federal Communications Commission, *Telephone Subscribership in the United States* (May 21,2002). That report is updated three times a year.

2 This information was included in Industry Analysis and Technology Division, Wireline Competition Bureau, Federal Communications Commission, *Telephone Penetration by Income by State* (April 23, 2002). That report contains information on the number of households in each state as well as the percentages reported here.

Unfortunately, the results of the CPS cannot be directly compared with the penetration figures contained in the 1980 and 1990 decennial censuses? This is due to differences in sampling techniques and survey methodologies, and because of differences in the context in which the questions were asked. For example, the 1990 decennial census reported 94.8% of all households in the United States had telephones, whereas the CPS data showed a penetration rate of 93.3% for 1990. This difference is statistically significant and appears to indicate that the CPS value may be on the low side and the decennial census value may be on the high side, with the most probable value lying somewhere in between. In the 2000 decennial census, the telephone question was changed from asking whether there was a telephone instrument to asking whether there was telephone service.

The specific questions asked in the CPS are: "Is there a telephone in this house/apartment?" And, if the answer to the first question is "no," this is followed up with, "Is there a telephone elsewhere on which people in this household can be called?" If the answer to the first question is "yes," the household is counted as having a telephone "in unit." If the answer to either the first or second question is "yes," the household is counted as having a telephone "available." The "in unit" data and the "available" data are reported in Tables 6.6 through 6.10 and 6.12 through 6.16, and Charts 6.1 and 6.8. All of the remaining tables and charts of this section just report the "in unit" data.

The questions are intended to be neutral as to whether the household has wireline or wireless phones. Beginning with the November 2001 survey, households were also asked which type(s) of phones they had. While the response rate was not sufficient for a complete reporting of the results of this new question, 1.2% of the households indicated that they had only wireless phones.[4]

Although the survey **is** conducted every month, not all questions are asked every month. The telephone questions are asked once every four months: in the month that a household is first included in the sample and in the month that the household reenters the sample a year later. Since the sample is staggered, the reported information for any given month actually reflects responses over the preceding four months. Aggregated summaries of the responses are reported to the Commission, based on the surveys conducted through March, July, and November of each year. The CPS later provides the Commission with the raw data files containing all of the responses to all of the questions on the CPS questionnaires in those months.'

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3 Telephone penetration data from the 2000 census are not yet available, but should become available later this year.

4 5.9% of the households failed to answer this question. We are working with the CPS on ways of improving the response rate in future surveys.

5 Tables 6.3 through 6.5, 6.11, and 6.17 of this section are derived from these raw data files.

The Census Bureau data are based on a nationwide sample of about 56,000 households in the 50 states and the District of Columbia. (The CPS does not cover outlying areas that are not states, such as Puerto Rico, Guam, American Samoa, the Virgin Islands, and the Northern Mariana Islands.) Because a sample is used, the estimates are subject to sampling error. For the nationwide totals, changes in telephone penetration between consecutive reports of less than 0.4% may be due to sampling error and cannot be regarded as statistically significant.[6] As explained below, when comparing the same month in two consecutive years, changes of **less** than or equal to 0.3% are not statistically significant. When comparing annual averages, changes of less than or equal to 0.2% are not statistically significant. The annual averages are the average of the three surveys of the year in question. For individual states or other subgroups of the U.S. population, the amount of sampling variability is much greater, because the sample sizes are smaller. This will require larger changes to yield statistical significance at the same confidence level.

The data in this section are not seasonally adjusted. After adjusting for the trend over time, there is an average increase of ***0.2%*** between November and March, followed by an average decrease of less than 0.1% between March and July and an average decrease of more than 0.1% between July and November. However, these changes are not statistically significant.

Once a year, in March, the CPS augments its sample with about *2,500* additional Hispanic households, and supplements its survey with additional questions, which include detailed information about income.[7] The more detailed information from the March surveys makes it possible to adjust the income categories for inflation. In the July and November surveys, only broad income categories are reported. (These are the categories that appear in Table 6.7.)

The Commission's Lifeline program was instituted in 1985 to help low-income households afford the monthly cost of telephone service. Under the federal Lifeline program, local telephone companies offer reduced rates to qualifying households and currently receive reimbursement from the federal universal service support mechanisms. Initially, the program was available only in those states that chose to participate by providing matching assistance.

Effective in 1998, the federal Lifeline program was revised so that a basic level of assistance would be provided in all states. In March 2001, the basic level of federal assistance was $6.10 per month for each participating household.[8] Additional federal support is also

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6 The determination of the statistical significance of a change over time is discussed below. The critical value is dependent on the sizes of the samples from which the change is computed and by the confidence level, which is 95%.

7 The responses from the additional Hispanic households are not included in Tables 6.6 through 6.10, but they are included in Table 6.11. Thus, in some cases, there may be small discrepancies between the percentages in Table 6.6 and Table 6.11.

8 On July 1, 2001, the maximum residential subscriber line charge (SLC) was increased by $0.65 to $5.00 per month. The basic federal Lifeline support level, which is the SLC plus $1.75, was correspondingly increased to a maximum of $6.75 per line per month. Thus,

provided wherever a state chooses to provide matching assistance, at a rate of $1 in federal support for each $2 of state matching support, up to a maximum of $1.75 federal support (corresponding to $3.50 of state matching support). States may provide further support without further matching federal assistance.

Results and Statistical Analysis

Census Bureau figures for November 2001, the most recent data available, show that the percentage of households subscribing to telephone service is 94.9%. This represents an increase of 0.8% from November 2000. This increase is statistically significant. The average penetration rate for the year 2001 was also 94.9%, which is up 0.5% from the 2000 average. This increase is statistically significant, and the annual average for 2000 is the highest annual average ever reported by the CPS. As a result of the increase in penetration and an increasing number of households, 2 million households were added to the nation's telephone system between November 2000 and November 2001.

This section includes figures showing subscribership percentages by state, by the head of the household's age and race, by household size, by income, and for adult individuals by labor force status. The November 2001 data show that 95.6% of adult individuals in the civilian non-institutionalized population have a telephone in their household. This figure is up 0.8% from the November 1999 level. The average penetration rate for 2001 was also 95.6% for adult individuals, which is up 0.5% from the 2000 average. These increases are statistically significant.

This section contains seventeen tables and nine charts presenting penetration statistics for various geographic and demographic characteristics. The charts and the first five tables present summaries of the available information. Tables 6.6 through 6.11 present more detailed information. In Tables 6.6 through 6.10, only the annual averages are included for the years 1984 through 1998. March, July, and November data for those years are available in Monitoring Reports in CC Docket Nos. 87-339 or 98-202. Tables 6.12 through 6.17 provide information necessary to determine the statistical significance of changes in the penetration rates over time.

Table 6.1 summarizes the telephone penetration for the United States, combining information on the number of households with the penetration rates.

Chart 6.1 graphically depicts the nationwide penetration rates for households over time.

Table 6.2 summarizes the telephone penetration rates by state, showing the average rates for 1984 and 2001, the change between those two years, and an indication as to whether the change is

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the total federal and state support level generally increased by $0.65 at that time. For some companies with lower costs, the actual SLC and Lifeline support may be somewhat less than these maximums. A further increase in the maximum SLC occurred in 2002. Eligible subscribers living on tribal lands may receive up to $25 additional Lifeline support as needed to bring their monthly rate down to $1.

statistically significant. The statistical significance of a change is determined not only by the magnitude of that change, but also by the sizes of the samples used to estimate the change.

Chart 6.2 depicts the states with average 2001 penetration rates (as shown in Table 6.2) more than 1% below the national average, within 1% of the national average, or more than 1% above the national average.

Chart 6.3 depicts changes in household penetration rates by state (as shown in Table 6.2) between the average 1984 and 2001 rates. States with statistically significant increases **or** decreases are shown, along with other states with increases or decreases.

Chart 6.4 depicts the relationship between telephone penetration and household income, using average 2001 penetration rates for all households and for households headed by white, black, and Hispanic persons.' It is based on data in Table 6.7.

Chart **6.5** depicts the relationship between telephone penetration and household size, using average 2001 penetration rates for all households and for households headed by white, black, and Hispanic persons. It is based on data in Table 6.8.

Chart 6.6 depicts the relationship between telephone penetration and the head of the household's age, using average 2001 penetration rates for all households and for households headed by white, black, and Hispanic persons. It is based on data in Table 6.9.

Chart 6.7 depicts *the* relationship between telephone penetration and labor force status for civilian non-institutionalized adults, using average 2001 penetration rates for all adults and for white, black, and Hispanic adults. It is based on data in Table 6.10.

Chart 6.8 graphically depicts the nationwide penetration rates for civilian non-institutionalized adults over time. It is also based on data in Table 6.10.

Chart 6.9 shows the telephone penetration rates in March of each year through 2001 for each of five income categories, adjusted for inflation, for the entire United States. It is based on data in Table 6.11. The income categories (expressed in March 1984 dollars) are: $9,999 or less; $10,000 - $19,999; $20,000 - $29,999; $30,000 - $39,999; and $40,000 or more. These categories were chosen because they are of approximately equal size, both in terms of income ranges and the number of households in each category. The upper limit **of** the lowest category is also approximately equal to the federal poverty line for a family of four. Between 1984 and 2001, there was a statistically significant increase in the penetration rate for all households. There also were

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9 The CPS includes three racial categories: white, black, and other. Others, which include Native Americans, Asians, and Pacific Islanders, are not reported separately because of small sample sizes, but they are included in the totals. Hispanics are reported as an ethnic group, and can be of any race.

statistically significant increases in penetration rates in the two lowest income categories over this time period, with the largest increase being in the lowest income category.[10] For the middle income category, there was no change in the penetration rate between 1984 and 2001, while the two highest income categories experienced small but significant declines in penetration. Not all of the increases in the national total penetration rate can be explained by increases in real income, because real income increases are reflected in the movement of households between categories. Thus, penetration changes within each income category represent changes holding real income constant.

To help evaluate the effect of the federal Lifeline support mechanism, Table 6.3 focuses on changes in telephone penetration rates from just before the program was established to just before it was substantially expanded in 1998, by comparing penetration rates for states with and without state Lifeline programs prior to 1998." Briefly, penetration rate increases were greater, on average, in states with Lifeline programs than in states without Lifeline programs." The effect is especially apparent for low-income households,[13] which are the households primarily affected by the federal and state Lifeline programs. Between March 1984 and March 1997, the increase in the average penetration rate in states with Lifeline programs was 6.5% for low-income households. During this period, the increase in subscribership among low-income households in those states that adopted Lifeline programs was double that of states that did not adopt such programs, although there may have been other factors besides Lifeline that contributed to this result.

Information on all households is also included in Table ***6.3***. Overall penetration rates are more generally available and more commonly cited as measures of penetration than are rates only for low-income households. Penetration rate increases were again greater, on average, in states that established Lifeline programs. The increase for states with Lifeline programs was statistically significant,[14] but the increase for states without state Lifeline programs was not.

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10 See footnote 15 for the critical values for these significance tests.

11 The expanded program was adopted in 1997, and took effect on January 1, 1998. States with Lifeline programs prior to 1998 are identified in Table 6.3 by showing that the year that Lifeline began was before 1998. Prior to the expansion, states participating in the federal Lifeline program were required to match the federal support with their own state support.

12 The averages for the groups of states were computed as weighted averages of the states in the groups, using the total number of households in each state as weights. This was calculated as the total number of households with telephone service in each group of states divided by the total number of households in that group.

13 Low-income households are those with incomes under $10,000 (expressed in 1984 dollars).

14 See the paragraph describing Tables 6.12 through 6.16 for a discussion of the determination of the statistical significance of a change over time. The critical value is

States that adopted Lifeline programs before 1998 generally had lower penetration rates in 1984 than those that did not adopt such programs. By 1997, the difference in the penetration rates for the two groups diminished significantly.

Table 6.4 focuses on the change in penetration rates between March 1997 (before the expansion of the federal Lifeline program) and March 2001. The states are divided into **three** groups:

- ''Full Assistance" states providing sufficient support to get the maximum federal matching support. The total federal and state support in these states was $11.35 or more;[15]
- "Intermediate Assistance" states providing some support, but less than enough to qualify for the maximum federal support. The monthly level of support in such states was more than $6.10, but less than $11.35;
- "Basic Assistance" states providing no support, but receiving the basic federal support of $6.10 per line per month.

On average, for low-income households in those states where the maximum federal support is provided, telephone penetration increased significantly, by 2.4%, between March 1997 and March 2001. In this group of states, there was a small but also statistically significant increase in the overall penetration rate for all households. For states with some, but **less** than the maximum, matching federal support, there was a smaller (but not statistically insignificant) increase in the low-income penetration rate and virtually no change at all in overall penetration. For states with just the basic federal support, there was, on average, a small but statistically insignificant decline in penetration for low-income households and a smaller statistically insignificant increase for all households. On average, states with greater support had lower penetration rates in 1997. By 2001, the penetration rates for the groups nearly equalized.

Data on individual states **are** provided in Table 6.5. The support amounts shown in Table 6.5 are the total of federal and state support, **as** of March 2001.

Table 6.6 shows the CPS responses for the United States and for each state beginning with November 1983. Because the **CPS** began collecting **this** data only in 1983, comparable values are not available prior to November 1983. For each of the surveys, the column headed "Unit" indicates the percentage of households for which there is a telephone in the housing unit. The column headed "Avail." indicates the percentage of households which have telephone service available for incoming calls, either in the housing unit or elsewhere (such as at work or at a neighbor's home).

Table 6.7 shows the nationwide penetration rates for households by income and **the** race of the head of the household. It shows a strong relationship between income and penetration. Caution should be used in comparing these figures over time, because these income levels are not adjusted for inflation. Thus, the same nominal income level at two points in time will reflect different **real**

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dependent on the sizes of the samples from which the change is computed.

15 Any total support over $11.35 is not matched by further federal support.

incomes in terms of purchasing power. Also, the income categories have changed over time due to the changing value of the dollar. Consequently, when evaluating penetration changes by income levels over time, Table 6.11 should be used.

Table 6.8 shows the nationwide penetration rates for households by the size of the household and the race of the householder. It shows that penetration is higher for households of 2 to 5 people than it is for single-person households or those with 6 or more people.

Table 6.9 shows the nationwide penetration rates for households by the age and race of the head of the household. It shows that the penetration rate is lowest for young and non-white households.

Table 6.10 shows the nationwide penetration rates for all persons that are at least 15 years old in the civilian non-institutionalized population by their race and employment status. Since this table is for individual adults rather than households, the total penetration rates are different from those in the previous tables. It shows that penetration is lowest among the unemployed.

Table 6.11 shows the penetration rates for each of the income categories, adjusted for inflation, shown in Chart 6.9 for each state for March **of** each year. The table shows only five categories, rather than the more numerous categories of the nationwide data in Table 6.7, because the small sample sizes caused by a larger number of categories would result in unreliably large sampling variability for the individual states. The relative levels of the March Consumer Price Index for all items **(as** reported in Table 7.4) were used to make the inflation adjustment. Thus, for example, $10,000 in March 1984 dollars had the same purchasing power as $16,676 in March 2000 dollars. The precise current dollar values in each year are reported at the end ***of*** Table 6.11.

Tables 6.12 through 6.16 present the critical values at the 95% confidence level for testing the statistical significance of changes in penetration rates over time in the earlier tables. These critical values are relevant because changes less than or equal to the values shown are likely to be due to sampling error, and thus cannot be regarded as demonstrating that a change in telephone penetration has occurred. In some cases, these critical values are very large because the sample sizes are very small for these subcategories, rendering the changes in estimated penetration rates unreliable. Because there is an overlap of half of the sample from year to year, but no overlap in the sample between surveys that are four months apart, annual changes are less subject to variations in sampling error. Consequently, the critical values should be multiplied by 0.8 when making a comparison for the same month in two consecutive years. When comparing the annual averages, the critical values should be multiplied by 0.5774, since these averages are based on three surveys, and hence have a lower standard error. When comparing annual averages of two consecutive years, the critical values should be multiplied by .46, taking into account both of the above factors.

Table 6.17 shows the sample sizes on which the estimates of Table 6.11 are based. The sampling variability is inversely related to the square root of the sample size. The critical values for individual income categories in Table 6.11 can therefore be estimated by taking the critical value for the state "In Unit" total and multiplying it by the square root of the ratio of the sample size for

the state total to the sample size for the income category. In most cases, the critical value for an individual income category will be between two and three times the critical value for the state total.[16] In some cases, these critical values are very large because the sample sizes are very small for these subcategories, thereby rendering the estimated penetration rates unreliable.

16 For example, using this methodology to calculate critical values for comparing the 1984 and 2001 values for the United States Total, the critical values are 0.8% for the $9,999 or less, the $10,000 - $19,999, and the $40,000 or more categories, 0.9% for the $20,000 - $29,999 categories, and 1.1% for the $30,000 - $39,999 category. These compare with 0.4% for all households.

Table **6.1**
Household Telephone Subscribership in the United States

Date	Households (millions)	Households with Telephones (millions)	Percentage with Telephones	Households without Telephones (millions)	Percentage without Telephones
November 1983	85.8	78.4	91.4%	7.4	8.6%
March 1984	86.0	78.9	91.8%	7.1	8.2%
July 1984	86.6	79.3	91.6%	7.3	8.4%
November 1984	87.4	79.9	91.4%	7.5	8.6%
March 1985	87.4	80.2	91.8%	7.2	8.2%
July 1985	88.2	81.0	91.8%	7.2	8.2%
November 1985	88.8	81.6	91.9%	7.2	8.1%
March 1986	89.0	82.1	92.2%	6.9	7.8%
July 1986	89.5	82.5	92.2%	7.0	7.8%
November 1986	89.9	83.1	92.4%	6.8	7.6%
March 1987	90.2	83.4	92.5%	6.8	7.5%
July 1987	90.7	83.7	92.3%	7.0	7.7%
November 1987	91.3	84.3	92.3%	7.0	7.7%
March 1988	91.8	85.3	92.9%	6.5	7.1%
July 1988	92.4	85.7	92.8%		7.2%
November 1988	92.6	85.7	92.5%		7.5%
March 1989	93.6	87.0	93.0%		7.0%
July 1989	93.8	87.5	93.3%	6.3	6.7%
November 1989	93.9	87.3	93.0%	6.6	7.0%
March 1990	94.2	87.9	93.3%	6.3	6.7%
July 1990	94.8	88.4	93.3%	6.4	6.7%
November 1990	94.7	88.4	93.3%	6.3	6.7%
March 1991	95.3	89.2	93.6%	6.1	6.4%
July 1991	95.5	89.1	93.3%	6.4	6.7%
November 1991	95.7	89.4	93.4%	6.3	6.6%
March 1992	96.6	90.7	93.9%	5.9	6.1%
July 1992	96.6	90.6	93.8%	6.0	6.2%
November 1992	97.0	91.0	93.8%	6.0	6.2%
March 1993	97.3	91.6	94.2%	5.7	5.8%
July 1993	97.9	92.2	94.2%	5.7	5.8%
November 1993	98.8	93.0	94.2%	5.8	5.8%
March 1994	98.1	92.1	93.9%	6.0	6.1%
July 1994	98.6	92.4	93.7%	6.2	6.3%
November 1994	99.8	93.7	93.8%	6.2	6.2%
March 1995	99.9	93.8	93.9%	6.1	6.1%
July 1995	100 0	94.0	94.0%	6.0	6.0%
November 1995	1004	94.2	93.9%	6.2	6.1%
March 1996	100.6	94.4	93.8%	6 2	6.2%
July 1996	101 2	95.0	93.9%	6 1	6.1%
November 1996	101.3	95.1	93.9%	6.2	6.1%
March 1997	102.0	95.8	93.9%	6.2	6.1%
July 1997	102.3	96.1	93.9%	6.2	6.1%
November 1997	102.8	96.5	93.8%	6.3	6.2%
March 1998	103.4	97.4	94.1%	6 1	5.9%
July 1998	103.4	97.3	94.1%	6.1	5.9%
November 1998	104.1	98.0	94.2%	6.1	5.8%
March 1999	104.8	98.5	94.0%	6.3	6.0%
July 1999	105.1	99.2	94.4%	5.9	5.6%
November 1999	105.4	99.1	94.1%	6.3	5.9%
March 2000	105.3	99.6	94.6%	5.7	5.4%
July 2000	105.8	99.8	94.4%	5.9	5.6%
November 2000	106.5	100.2	94.1%	6.3	5.9%
March 2001	107.0	101.1	94.6%	5.8	5.4%
July 2001	106.9	101.7	95.1%	5.2	4.9%
November 2001	107.7	102.2	94.9%	5.5	5.1%

Note: Details may not appear to add to totals due to rounding

Chart E 1

Telephone Penetration

Households

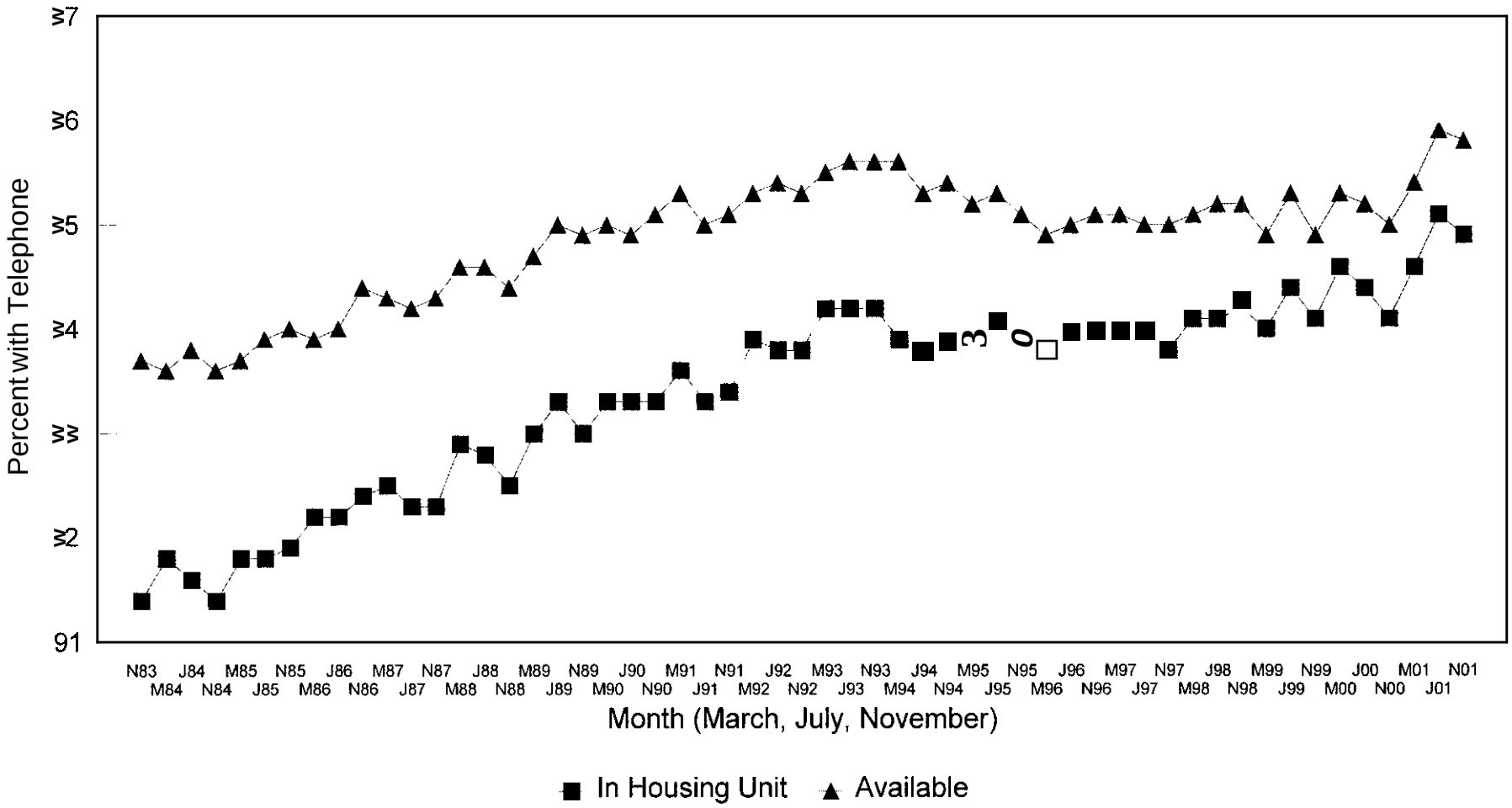


Table 6.2
Telephone Penetration by State
(Annual Average Percentage of Households with Telephone Service)

State	1984	2001	Change	
Alabama	88.4 %	92.8 %	4.3 %	*
Alaska	86.5	96.0	9.5	*
Arizona	86.9	94.5	7.5	*
Arkansas	86.6	91.3	4.7	*
California	92.5	96.6	4.1	*
Colorado	93.2	96.7	3.5	*
Connecticut	95.5	96.1	0.6	
Delaware	94.3	96.2	2.0	*
District of Columbia	94.9	94.5	-0.4	
Florida	88.7	93.2	4.5	*
Georgia	86.2	92.4	6.3	*
Hawaii	93.5	95.7	2.2	*
Idaho	90.7	94.5	3.8	*
Illinois	94.2	92.5	-1.7	#
Indiana	91.6	93.9	2.4	*
Iowa	96.2	97.1	0.9	
Kansas	94.3	94.2	-0.1	
Kentucky	88.1	93.5	5.4	*
Louisiana	89.7	93.6	3.9	*
Maine	93.4	97.8	4.4	*
Maryland	95.7	96.0	0.3	
Massachusetts	95.9	95.6	-0.2	
Michigan	92.8	94.7	1.8	*
Minnesota	95.8	97.5	1.6	*
Mississippi	82.4	89.9	7.5	*
Missouri	91.5	96.1	4.6	*
Montana	91.0	95.0	4.0	*
Nebraska	95.7	96.6	0.9	
Nevada	90.4	95.1	4.8	*
New Hampshire	94.3	98.3	3.9	*
New Jersev	94.8	95.8	1.0	
New Mexico	82.0	92.2	10.1	*
New York	91.8	95.1	3.3	*
North Carolina	88.3	93.6	5.3	*
North Dakota	94.6	94.4	-0.3	
Ohio	92.4	96.0	3.5	*
Oklahoma	90.3	93.2	3.0	*
Oregon	90.6	95.6	5.0	*
Pennsvlvania	94.9	97.0	2.2	*
Rhodelsland	93.6	96.3	2.7	*
South Carolina	83.7	94.5	10.8	*
South Dakota	93.2	95.1	1.9	
Tennessee	88.5	93.2	4.7	*
Texas	88.4	93.8	5.4	*
Utah	92.5	96.6	4.0	*
Vermont	92.3	97.2	4.9	*
Virginia	93.1	94.7	1.6	
Washington	93.0	96.0	3.0	*
West Virginia	87.7	93.5	5.8	*
Wisconsin	95.2	95.8	0.5	
Wyoming	89.9	93.8	3.9	*
Total United States	91.6	94.9	3.3	*

* Increase is statistically significant at the 95% confidence level.

\# Decrease is statistically significant at the 95% confidence level.

Differences may not appear to equal changes due to rounding.

Chart 6.2

Average 2001 Telephone Penetration

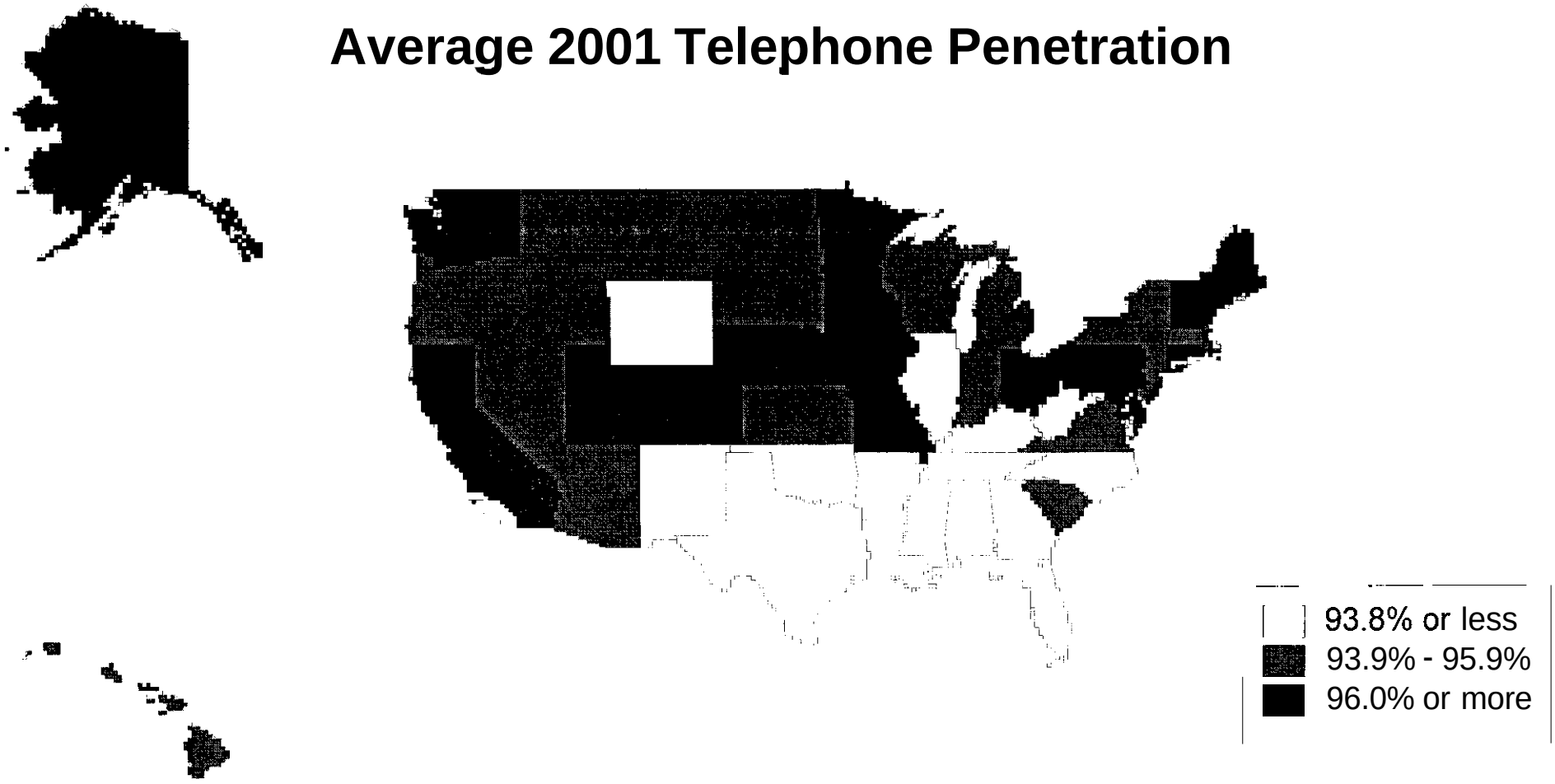


Chart 6.3

1984 - 2001 Penetration Changes

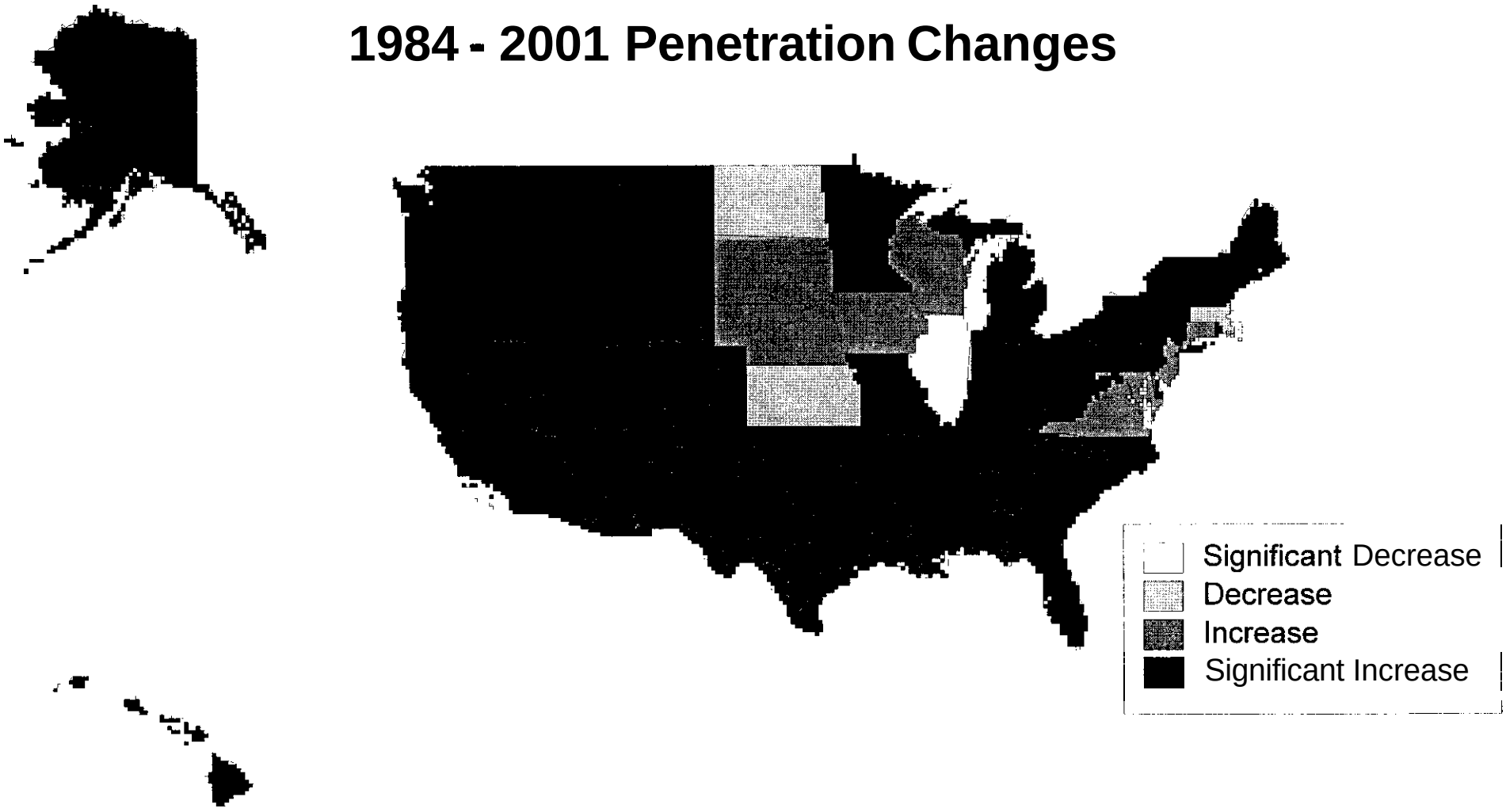


Chart 6.4

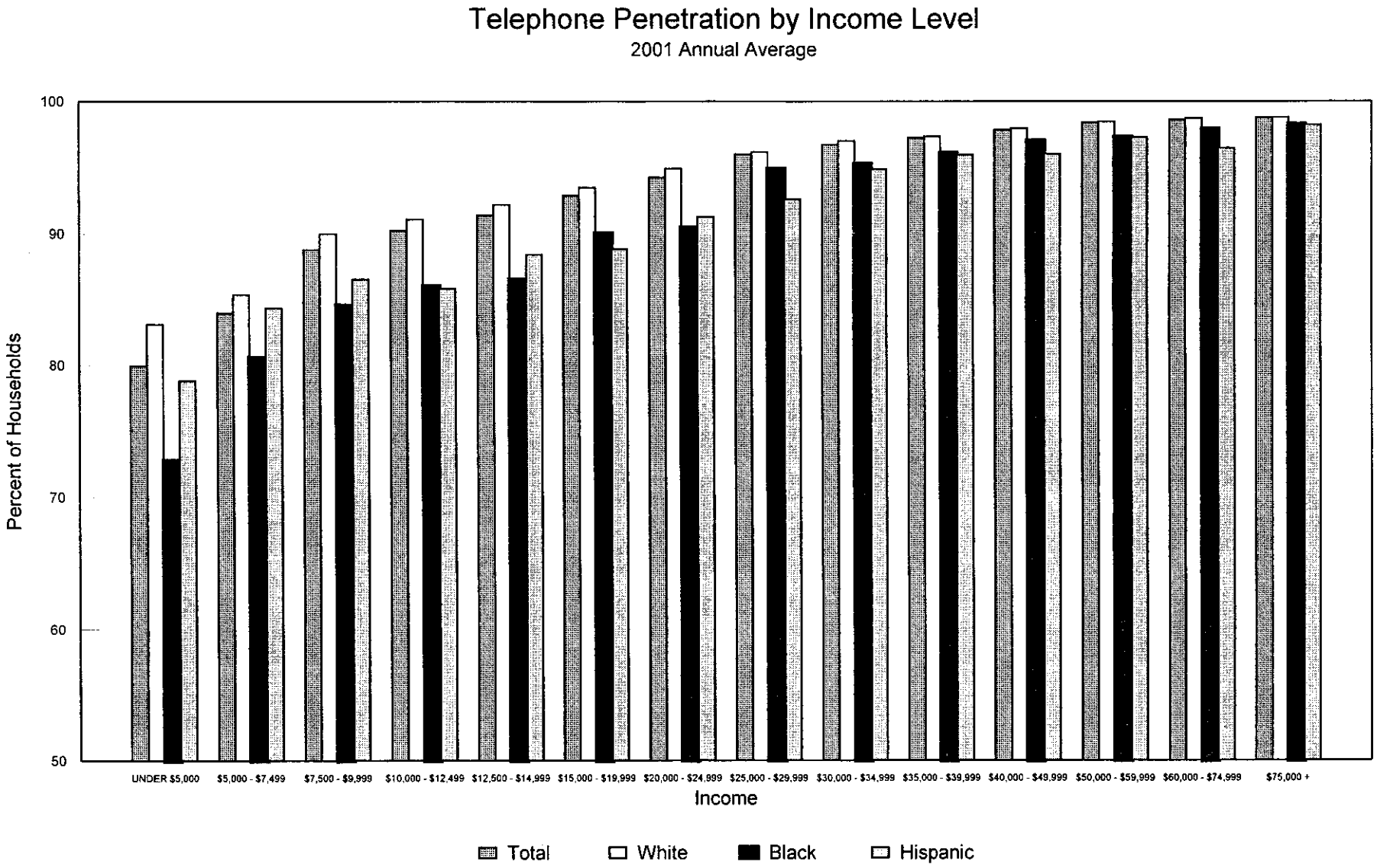

Telephone Penetration by Income Level
2001 Annual Average
Percent of Households
100
90
80
70
60
50
UNDER $5,000
$5,000 - $7,499
$7,500 - $9,999
$10,000 - $12,499
$12,500 - $14,999
$15,000 - $19,999
$20,000 - $24,999
$25,000 - $29,999
$30,000 - $34,999
$35,000 - $39,999
$40,000 - $49,999
$50,000 - $59,999
$60,000 - $74,999
$75,000 +
Income
Total
White
Black
Hispanic

Chart 6.5

Telephone Penetration by Household Size

2001 Annual Average

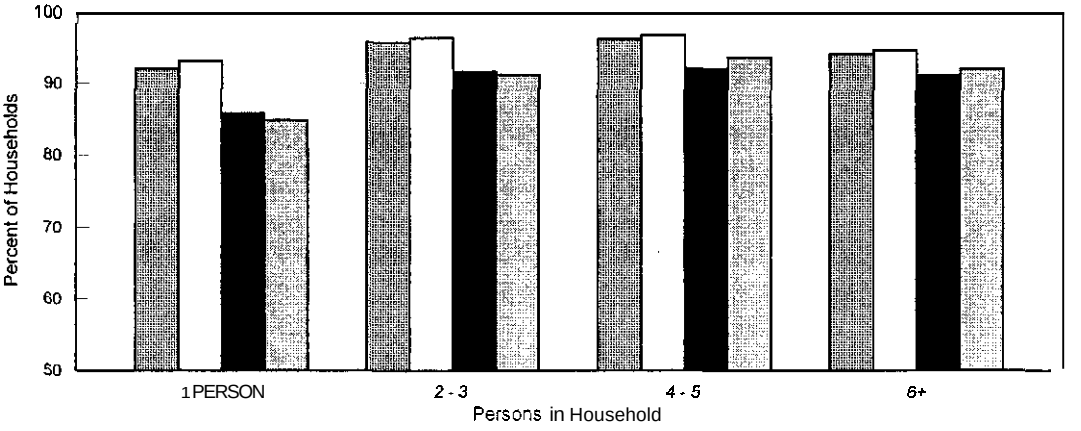


Chart 6.6

Telephone Penetration by Householder's Age

2001 Annual Average

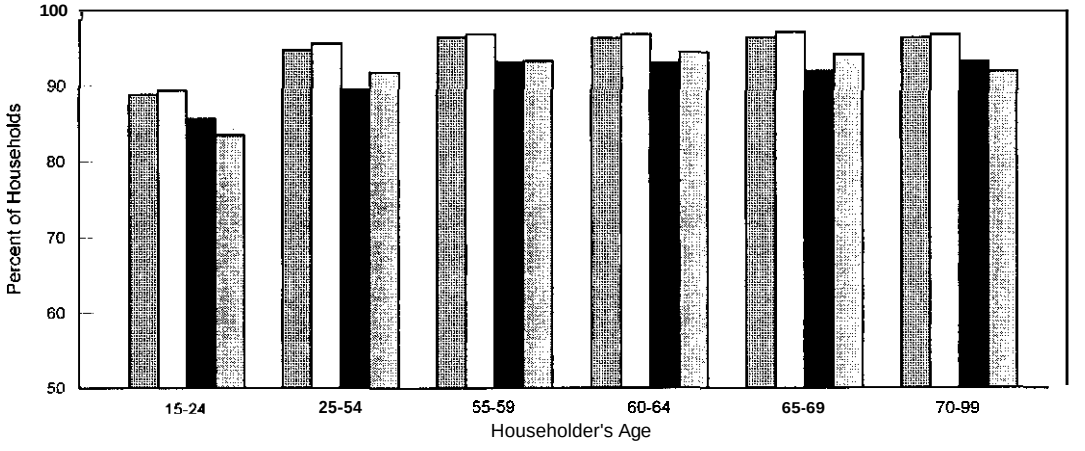
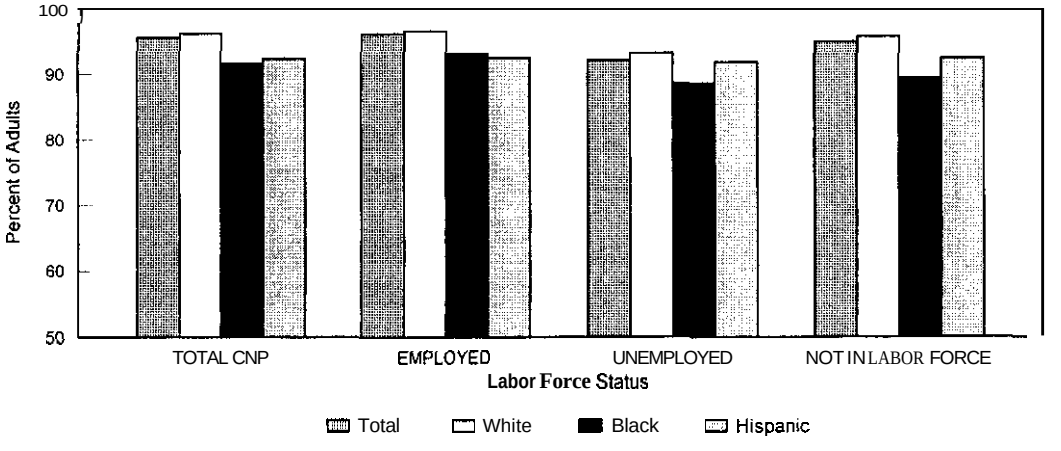


Chart *6.7*

Telephone Penetration by Labor Force Status

2001 Annual Average



Telephone Penetration

Civilian Noninstitutionalized Adults

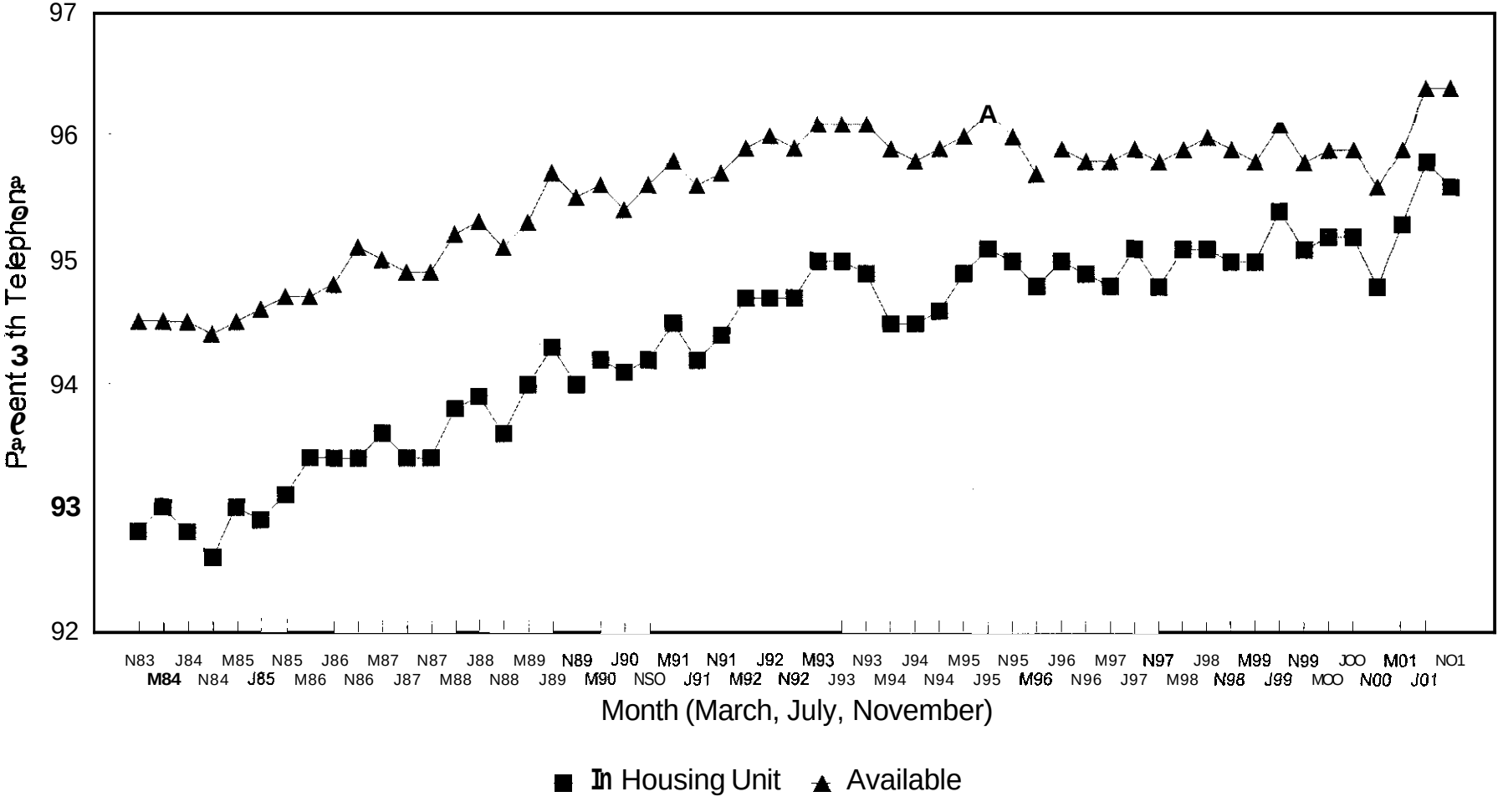


Chart 8.9

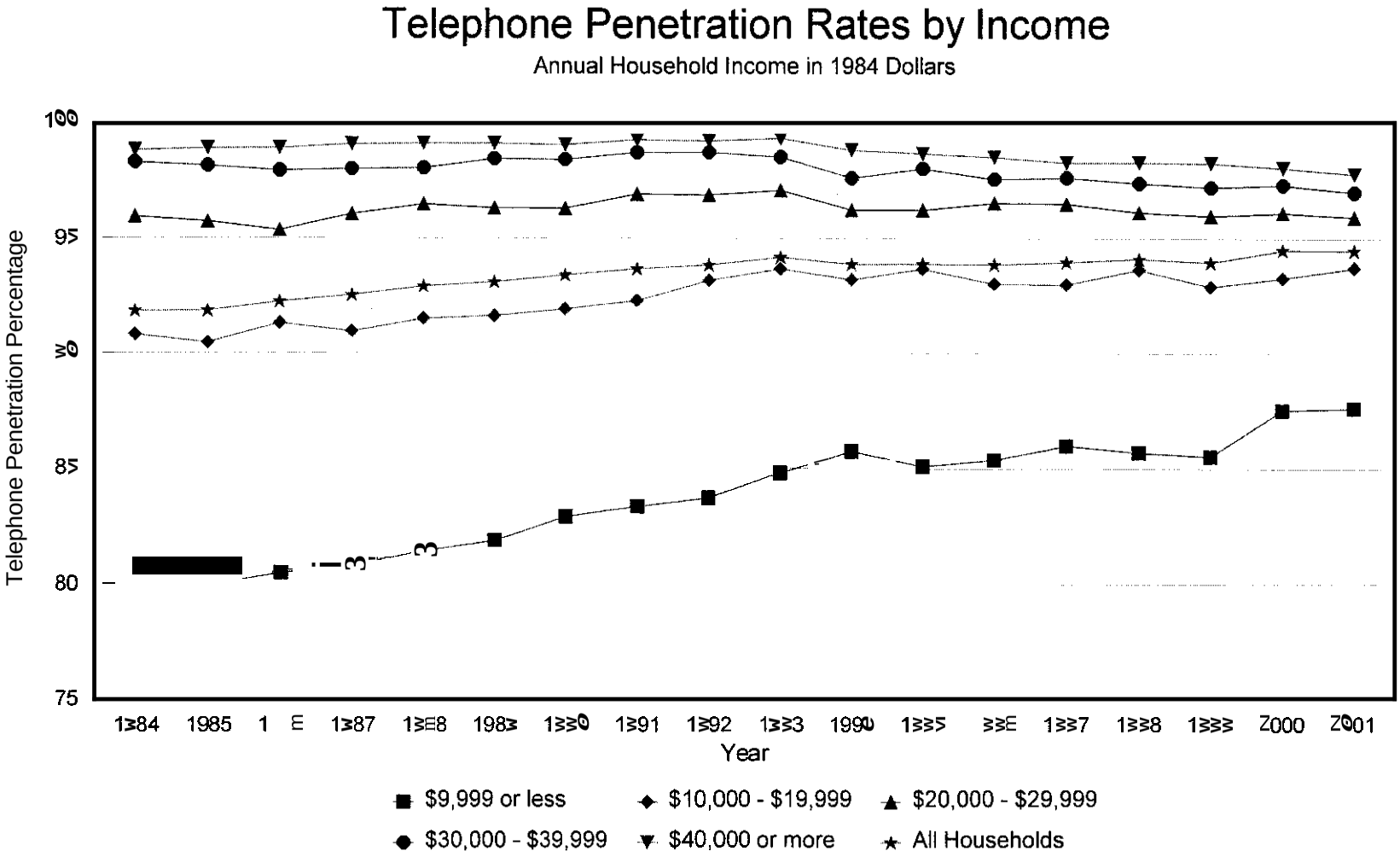

Telephone Penetration Rates by Income
Annual Household Income in 1984 Dollars
Telephone Penetration Percentage
100
95
90
85
80
75
1984
1985
1986
1987
1988
1989
1990
1991
1992
1993
1994
1995
1996
1997
1998
1999
2000
2001
Year
$9,999 or less
$10,000 - $19,999
$20,000 - $29,999
$30,000 - $39,999
$40,000 or more
All Households

Table **6.3**
Comparison of Penetration Rates for States With and Without Lifeline Assistance

Lifeline Category	Low-Income Households# March 1984	March 1997	Change	Change per Year	All Households March 1984	March 1997	Change	Change per Year
With Assistance	79.3%	85.8%	6.5% *	0.50%	91.5%	93.9%	2.4% *	0.18%
Without Assistance	836%	86 9%	33%'	025%	933%	94 4%	10%	008%
Average All States	80.1%	86.0%	5.9% *	0.45%	91.8%	94.0%	2.1% *	0.16%

Households with income under $10,000 expressed in March 1984 dollars.
* Change is statistically significant at the 95% ıfid l. l.

Note: Changes may not appear to be the same as calculated differences due to rounding.

Lifeline Category	Low-Income Households# March 1997	March 2001	Change	Change per Year	All Households March 1997	March 2001	Change	Change per Year
Full Assistance	85.2%	87.6%	2.4% *	0.61%	93 4%	94.2%	0.8% *	0.19%
Intermediate Assistance	86.3%	87.5%	1.2%	0.29%	94 7%	94.7%	-0.1%	-0.01%
Basic Assistance	88.5%	87.7%	-0.9%	-0.21%	95.1%	95.3%	0.2%	0.06%
Average Ail States	86.0%	87.6%	1.6% *	0.40%	94.0%	94.5%	0.5% *	0.13%

Table 6.5
Comparison of Penetration Rates for States by Level of Lifeline Assistance

state	Year Lifeline Began	Total $ Support per Line per Month	Low-Income Households #					All Households				
			March 1984	March 1997	March 2001	Change 1984 to 1997	Change 1997 to 2001	March 1984	March 1997	March 2001	Change 1984 to 1997	Change 1997 to 2001
Alabama	1995	11.35	77.4%	76.0%	63.9%	0.6%	5 9%	89.0%	91.3%	91.8%	2.2%	0 6%
Alaska	1994	11.35	61.5%	74.1%	90.0%	12 6%	15.9% *	65.9%	94.3%	96.1%	8.4% *	1.8%
Arizona	1997	10.74	73.6%	82.4%	86.2%	8.9%	5 8%	90.0%	90.3%	94.3%	0.3%	4 0% *
Arkansas	1966	6.10	76.3%	76.6%	60.1%	0 5%	1 3%	67.2%	88.7%	91 6%	1.5%	2 9%
California	1985	11.35	82.9%	87.7%	91.3%	4.7%	3.7% *	92.6%	94.0%	96.1%	1.4%	2.1%
Colorado	1966	11.35	66.9%	69.0%	86 9%	1.2%	-1.1%	94.6%	96.5%	95.7%	1 9%	-0.8%
Connecticut	1993	7.85	60.5%	65.9%	92.2%	5.4%	6.4% *	94.7%	95.6%	95.5%	1.0%	-0.1%
Delaware	1996	6 10	87.3%	94.4%	93 0%	7.1%	-1 4%	95.5%	95.2%	97.6%	-0.3%	2.4%
District of Columbia	1987	11.35	92.5%	61 1%	92 1%	-11.4% *	11.0% *	95.9%	91.4%	95.7%	-4.5% *	4.3%
Florida	1994	11 35	60.2%	64.4%	65.2%	4.1%	0.6%	69.9%	92.1%	92.0%	2.2%	-0.2%
Georgia	1991	11 35	69.1%	81.6%	66.3%	12.5% *	4.7%	85.9%	90.4%	92 3%	4 5%	1.9%
Hawaii	1967	6.10	76 1%	89.9%	91.3%	13.6%	1.4%	94 0%	94.9%	94.1%	0.9%	-0.8%
idaho	1967	11 35	76.4%	87.9%	86.8%	9.4% *	-1.0%	90.6%	95 0%	93.5%	4.4% *	-1.5%
Illinois	1996	8 35	87.8%	63.2%	60.8%	-4 6%	-2.4%	95 6%	93.5%	91.6%	-7.0%	-1.7%
Indiana	1998	6 10	60.4%	91.6%	67.5%	11.2%	-4 1%	92.0%	94.3%	93.8%	2.2%	-0.5%
Iowa	1996	6.10	69.7%	67.7%	90.3%	-2.0%	2 6%	95.8%	96.1%	96.8%	0.3%	0.7%
Kansas	1998	11.35	66.5%	67 0%	77 5%	0.4%	-95%	94.5%	94.9%	92.6%	0.4%	-2.3%
Kentucky	1996	11 35	72.1%	87.7%	67.5%	156% *	-0.2%	87.1%	93 1%	93.5%	6 0% *	0.4%
Louisiana	1998	6.10	80 9%	81.7%	67.4%	0.8%	5.7%	69.6%	91 2%	93.2%	1.6%	2.0%
Maine	1987	11.35	63.1%	90.5%	97.6%	7 4%	71% *	94.3%	93.7%	98.0%	-0.6%	4.3%
Maryland	1967	11 35	67 0%	65 9%	66 9%	-1.1%	2 9%	96.2%	95 3%	96.0%	-0.9%	0.7%
Massachusetts	1990	13 85	86.2%	91.7%	91.3%	3.5%	-0.3%	95.7%	95.9%	95.9%	0.2%	0.0%
Michigan	1989	9.10	80 9%	86.0%	84 0%	5.1%	-2 0%	93.3%	94.9%	95.1%	1.6%	0.2%
Minnesota	1968	6.10	85.2%	91.7%	92.7%	6 5%	1.0%	95.9%	97.4%	96.9%	1.5%	-0 5%
Mississippi	1991	11 35	71 3%	76.6%	80.1%	5 3%	3.5%	61.9%	89.4%	67.8%	7.5% *	-1.6%
Missouri	1987	6 10	82.5%	95.2%	89.5%	12.7% *	-5.8%	92.2%	97.5%	97.1%	5.3% *	-0.3%
Montana	1987	11.35	79 6%	66.3%	90.9%	6.7%	4 6%	90.3%	94.1%	95.1%	3.8%	1.0%
Nebraska	1996	11.35	90 7%	92.8%	92.5%	2 2%	-0.4%	96 6%	97.0%	97.2%	0.4%	0.2%
Nevada	1968	11.35	78.4%	90.6%	92.5%	12.3%	1.7%	93 0%	93.8%	95.6%	0.8%	1.8%
New Hampshire	1998	6 10	82 2%	93.6%	94.3%	11.4% *	0.7%	94.8%	97.1%	98.1%	2.4%	1.0%
New Jersey	1998	6.10	63.2%	88.6%	67 9%	5 4%	-0 7%	93 5%	96 1%	95.3%	2.5%	-0 8%
New Mexiw	1987	11 35	61.8%	69 6%	85 4%	7.8%	15 8% *	82 1%	66.0%	91 6%	3.9%	5.8% *
New York	1985	11.35	64.6%	67.5%	90.3%	6.0% *	2.6%	91 4%	94.5%	95.1%	3.1% *	0.6%
North Carolina	1986	11 35	73.5%	63.6%	84 7%	10.1% *	1.1%	89.0%	93.5%	93.2%	4.5% *	-0.3%
North Dakota	1990	11.35	65.2%	93.6%	86.5%	8.5% *	-7.1% *	93.9%	96.2%	94 9%	2.3%	-1.3%

Households with income under $10,000 expressed in March 1984 dollars.
* Change is statistically significant at the 95% confidence level.

Note: Changes may not appear to be the same as calculated differences due to rounding.

Table 8.5
Comparison of Penetration Rates for States by Level of Lifeline Assistance

State	Year Lifeline Began	Total $ Support per Line per Month	Low-Income Households # March 1984	March 1997	March 2001	Change 1984 to 1997		Change 1997 to 2001		All Households March 1984	March 1997	March 2001	Change 1984 to 1997		Change 1997 to 2001	
Ohio	1987	6.10	81.0%	88.5%	86.6%	7.5%	*	-1.8%		93.2%	95 0%	95.5%	1.8%		0.4%	
Oklahoma	1996	7.85	81.9%	78 9%	89.0%	-3.0%		10.1%	*	91 0%	91.8%	93 1%	0.7%		13%	
Oregon	1986	11.35	76.4%	90.5%	88.0%	14.1%	*	-2.5%		91.4%	95.3%	94.7%	3.9%	*	-0.6%	
Pennsylvania	1996	9.85	85.6%	93.6%	93.8%	8.0%	*	0.2%		94.4%	97.3%	97.1%	3.0%	*	-0.2%	
Rhode Island	1987	11.35	86.4%	87.6%	89.7%	1.2%		2.0%		94.0%	94.6%	95.7%	0.5%		1.2%	
South Carolina	1995	11.35	86.1%	76.2%	86.7%	10.1%		10.5%	*	85.1%	92.0%	92.9%	6.9%	*	0.9%	
South Dakota	1988	6.10	84.6%	90.5%	90.3%	5.9%		-0.2%		93.0%	94.7%	95.7%	1.7%		0.9%	
Tennessee	1992	11.35	71.1%	89.3%	81.8%	18.2%	*	-7.5%	*	87.1%	94 1%	92.0%	7.1%	*	-2.2%	
Texas	1988	11 35	74.0%	79.6%	86.6%	5.6%	*	7.0%	*	88.4%	91.0%	93.2%	2.6%		2.1%	*
Utah	1987	11.35	81 5%	98.3%	90 2%	16.8%	*	-8.1%	*	92.4%	97.5%	96.2%	5.1%	*	-1.2%	
Vermont	1986	11.35	75.3%	84.6%	91.8%	9.3%		7.3%		91 5%	93 9%	97.1%	2.4%		3.2%	
Virginia	1988	11.35	80.4%	84.7%	87.6%	4.3%		2.9%		93.2%	93.6%	94.5%	0.5%		0.9%	
Washington	1987	11.35	82.7%	89.0%	88 7%	6.3%		-0.4%		92.9%	96.1%	95.8%	3.2%		-0.3%	
West Virginia	1986	9.10	75.7%	83.8%	83.3%	8.1%	*	-0 6%		87 3%	93.6%	92 9%	6 3%	*	-0.7%	
Wisconsin	1991	7 85	88.4%	87.8%	91 9%	-0.6%		4.1%		96.0%	96.4%	96.1%	0.4%		-0.3%	
Wyoming	1991	11 35	74.2%	89 5%	87.6%	15.2%	*	-1.9%		89.2%	94.9%	93.9%	5.7%	*	-1.0%	

Households with income under $10,000 expressed in March 1984 dollars
* Change is Statistically significant at the 95% confidence level.

Note: Changes may not appear lo be me Same as calculated differences due to rounding

Table 6.6
Percentage of Households with a Telephone by State

	1983		1984		1985		1986	
	NOVEMBER		ANNUAL AVERAGE		ANNUAL AVERAGE		ANNUAL AVERAGE	
	Unit	Avail	Unit	Avail	Unit	Avail	Unit	Avail
UNITED STATES	91.4	93.7	91.6	93.7	91.8	93.9	92.3	94.1
ALABAMA	87.9	90.2	88.4	90.5	89.1	91.0	88.7	90.4
ALASKA	83.8	88.8	86.5	89.0	87.1	89.5	86.4	88.9
ARIZONA	88.8	90.7	86.9	89.4	87.3	89.6	89.4	90.9
ARKANSAS	88.2	91.4	86.6	90.6	85.9	89.9	86.4	90.4
CALIFORNIA	91.7	93.5	92.5	93.8	92.9	94.1	93.0	94.0
COLORADO	94.4	96.5	93.2	95.4	94.3	96.2	94.1	96.0
CONNECTICUT	95.5	98.4	95.5	97.0	96.2	97.6	97.0	97.9
DELAWARE	95.0	96.6	94.3	95.7	94.8	96.2	94.7	96.3
DISTRICT OF COLUMBIA	94.7	95.6	94.9	96.3	93.6	95.2	92.2	94.0
FLORIDA	85.5	89.9	88.7	91.3	89.6	91.7	90.0	92.5
GEORGIA	88.9	92.1	86.2	89.1	87.6	89.7	88.4	91.0
HAWAII	94.6	96.4	93.5	94.9	93.0	95.0	92.2	94.4
IDAHO	89.5	92.2	90.7	91.7	91.8	93.1	91.5	93.1
ILLINOIS	95.0	95.9	94.2	95.8	93.7	95.3	93.6	95.2
INDIANA	90.3	93.5	91.6	93.6	92.3	94.7	92.2	94.3
IOWA	95.4	97.2	96.2	97.4	95.1	96.4	95.7	96.5
KANSAS	94.9	96.7	94.3	95.8	94.4	96.4	94.6	96.1
KENTUCKY	86.9	90.9	88.1	91.0	87.4	91.1	86.2	90.6
LOUISIANA	88.9	93.3	89.7	92.7	90 3	93.6	88.7	91.9
MAINE	90.7	93.1	93.4	95.3	94.0	95.6	93.4	95.4
MARYLAND	96.3	96.7	95 7	96.5	95.5	96.7	95.7	96.7
MASSACHUSETTS	94.3	95.9	959	9691	952	963	96.4	97.1
MICHIGAN	93.8	94.9		94.5	92.9	94.2	93.4	94.5
MINNESOTA	96.4	97.5		97.1	96.4	97.4	96.2	97.2
MISSISSIPPI	82.4	89.1		87.5	80.9	87.6	80.1	87.3
MISSOURI	92.1	94.1		93.7	92.5	94.8	93.4	94.9
MONTANA	92.8	94.5	91.0	94.0	91.4	93.9	90.9	93.7
NEBRASKA	94.0	95.3	95.7	96.8	95.3	96.6	95.6	96.8
NEVADA	89.4	91.9	90.4	92.8	91.8	93.8	92.4	93.7
NEW HAMPSHIRE	95.0	96.9	94.3	95.8	93.2	94.6	94.0	95.0
NEW JERSEY	94.1	95.1	94.8	96.1	94.9	96.2	94.9	96.1
NEW MEXICO	85.3	90.9	82.0	87.0	84 1	88.2	85.1	89.1
NEW YORK	90.8	92.2	91.8	93.6	92.1	93.6	93.2	94.3
NORTH CAROLINA	89.3	92.9	88.3	91.9	894	924	90.2	92.5
NORTH DAKOTA	95.1	97.3	94.6	96.8	95.3	96.7	96.1	97.0
OHIO	92.2	93.9	92.4	94.4	92.2	94.5	93.1	94.4
OKLAHOMA	91.5	93.7	903	925	888	91 7	90.4	93.0
OREGON	91.2	93.5	906	9231	903	921	92.7	94.3
PENNSYLVANIA	95.1	97.1	949	965	953	966	96.3	97.4
RHODE ISLAND	93.3	94.6	93.6	94.6	94 0	95.1	95.9	96.8
SOUTH CAROLINA	81.8	84.9	83.7	87 7	86 8	90.5	86.3	90.6
SOUTHDAKOTA	92.7	95.0	93.2	94.9	92.6	94.5	92.6	94.2
TENNESSEE	87.6	92.6	885	92.0	893	926	89.6	93.6
TEXAS	89.0	92.6	88.4	91.6	88.1	91.6	88.9	91.9
UTAH	90.3	92.2	92.5	94.2	93.9	95.1	93.0	93.9
VERMONT	92.7	94.3	92.3	94.0	92.9	94.1	93.8	95.6
VIRGINIA	93.1	94.7	93.1	95.1	91.7	93.8	92.1	94.1
WASHINGTON	92.5	93.7	93.0	94.4	94.7	96.2	94.6	96.3
WEST VIRGINIA	88.1	91.1	87.7	91.8	87.6	91.7	88.2	91.9
WISCONSIN	94.8	96.1	95.2	96.6	94.1	95.4	95.1	95.9
WYOMING	89.7	93.3	89.9	92.8	93.4	94.9	92.1	95.1

Table 6.6
Percentage of Households with a Telephone by State

	1987		1988		1989		1990	
	ANNUAL AVERAGE		ANNUAL AVERAGE		ANNUAL AVERAGE		ANNUAL AVERAGE	
	Unit	Avail	Unit	Avail	Unit	Avail	Unit	Avail
UNITED STATES	92.4	94.2	92.7	94.5	93.1	94.9	93.3	95.0
ALABAMA	87.5	69.6	87.3	69.6	89.0	91.3	89.5	91.1
ALASKA	87.8	90.2	87.6	89.9	86.8	89.9	89.3	92.6
ARIZONA	88.6	90.7	90.6	92.3	91.6	93.2	93.0	95.1
ARKANSAS	86.3	90.7	86.1	90.2	87.5	91.0	88.7	91.9
CALIFORNIA	93.8	95.0	94.4	95.5	94.9	96.0	94.6	95.5
COLORADO	92.9	95.5	93.8	95.4	94.6	96.0	94.7	96.3
CONNECTICUT	97.0	98.0	96.3	98.9	98.1	98.5	97.1	97.7
DELAWARE	96.5	97.3	97.0	97.9	96.6	97.5	96.0	97.1
DISTRICT OF COLUMBIA	92.4	94.2	94.6	95.9	92.7	94.8	91.4	93.2
FLORIDA	91.7	93.8	92.7	94.5	92.9	94.5	93.0	94.9
GEORGIA	88.7	91.3	90.1	92.4	90.2	92.9	90.9	93.4
HAWAII	94.2	96.6	94.5	96.3	95.1	96.9	95.3	96.8
IDAHO	91.1	92.5	92.2	93.3	92.5	93.6	92.8	94.1
ILLINOIS	93.7	95.2	94.2	95.6	93.9	95.4	94.3	95.7
INDIANA	91.2	93.2	92.3	94.9	93.2	95.9	92.8	95.9
IOWA	95.1	96.3	95.4	96.9	96.3	97.5	96.1	96.9
KANSAS	95.2	96.6	94.4	95.7	94.4	95.8	95.4	96.5
KENTUCKY	86.5	90.6	87.5	90.9	88.9	92.7	89.1	93.3
LOUISIANA	87.5	90.8	87.3	91.1	88.6	91.3	89.4	92.0
MAINE	93.5	95.2	94.2	95.9	95.3	96.4	95.7	97.6
MARYLAND	95.4	96.6	95.9	97.2	95.0	96.6	95.4	96.7
MASSACHUSETTS	96.4	97.0	96.9	97.3	97.1	97.8	96.6	97.4
MICHIGAN	93.7	94.8	93.9	95.0	93.7	94.9	94.1	95.5
MINNESOTA	96.0	97.4	97.2	98.4	96.8	97.8	96.9	98.1
MISSISSIPPI	81.5	86.3	83.3	68.6	85.5	90.3	87.0	90.9
MISSOURI	93.0	95.3	93.5	95.6	91.0	93.4	92.0	95.3
MONTANA	90.9	93.9	91.7	94.2	91.7	94.3	92.0	94.2
NEBRASKA	94.6	96.1	954	96.1	95.2	96.3	96.2	97.1
NEVADA	92.4	93.7	92.4	93.4	92.7	93.3	92.6	93.6
NEW HAMPSHIRE	94.1	96.2	95.2	96.1	95.4	97.1	95.0	96.5
NEW JERSEY	95.0	96.3	94.4	95.9	94.8	96.1	94.7	95.9
NEW MEXICO	86.0	89.3	85.7	89.1	85.8	89.6	85.8	89.5
NEW YORK	92.7	94.2	92.4	94.0	92.3	94.0	91.1	92.8
NORTH CAROLINA	89.2	91.7	90.4	92.8	91.9	94.1	91.9	94.2
NORTH DAKOTA	96.8	97.4	96.8	97.5	97.0	98.0	97.0	97.9
OHIO	93.4	94.7	94.4	95.2	94.6	95.5	95.2	96.3
OKLAHOMA	88.7	91.8	88.9	91.6	88.2	91.2	89.5	92.7
OREGON	93.3	94.8	92.0	93.5	92.3	93.9	94.5	95.9
PENNSYLVANIA	96.4	97.3	96.2	97.1	97.0	97.5	96.9	97.6
RHODE ISLAND	95.2	96.3	95.4	96.5	95.4	96.3	95.6	96.5
SOUTH CAROLINA	87.7	90.6	88.5	91.4	87.8	90.8	90.2	93.2
SOUTH DAKOTA	92.8	95.0	92.9	95.4	93.3	95.0	93.4	95.3
TENNESSEE	892	926	90.3	93.5	91.9	95.1	91.6	94.1
TEXAS	895	922	88.5	91.3	88.8	91.6	89.4	92.0
UTAH	92.3	94.6	92.5	94.5	95.9	96.5	95.6	96.3
VERMONT	95.3	96.9	95.6	96.8	93.9	95.7	94.9	96.9
VIRGINIA	92.5	94.6	92.9	95.5	93.2	95.7	93.0	94.9
WASHINGTON	94.3	96.4	94.3	95.7	96.4	97.3		97.7
WEST VIRGINIA	87.8	91.5	87.3	91.4	86.8	90.3	87.6	91.7
WISCONSIN	96 4	97.1	97.0	98.0	97.3	98.4	96.9	97.7
WYOMING	92 3	94.1	93.0	94.4	93.6	95.5	94.1	95.9

Table 6.6
Percentage *of* Households with a Telephone by State

	1991		1992		1993		1994	
	ANNUAL AVERAGE		ANNUAL AVERAGE		ANNUAL AVERAGE		ANNUAL AVERAGE	
	Unit	Avail	Unit	Avai	Unit	Avail	Unit	Avail
UNITED STATES	93.4	95.1	93.8	95.3	94.2	95.6	93.8	95.4
ALABAMA	91.4	93.3	90.8	93.2	91.9	94.3	91.3	94.3
ALASKA	90.8	93.5	91.7	94.4	89.9	93.8	91.8	94.6
ARIZONA	93.4	94.9	93.3	94.7	93.3	94.4	93.9	95.3
ARKANSAS	87.6	91.4	87.3	91.c	87.8	91.0	90.2	93.5
CALIFORNIA	95.0	95.9	95.6	96.5	95.8	96.7	94.8	95.7
COLORADO	95.4	97.0	95.5	96.3	96.1	96.5	96.7	97.7
CONNECTICUT	96.2	97.3	96.6	97.3	96.7	97.5	96.5	97.5
DELAWARE	96.4	97.5	96.5	97.8	96.5	96.8	95.5	97.1
DISTRICT OF COLUMBIA	90.9	92.6	88.7	90.5	90.2	91.7	90.0	91.2
FLORIDA	93.3	95.0	93.5	95.1	93.8	95.1	93.5	94.9
GEORGIA	89.9	91.7	90.2	91.9	93.2	94.2	91.1	93.2
HAWAII	95.1	96.4	95.3	96.8	94.4	96.3	94.3	96.1
IDAHO	92.0	93.6	93.0	947	94.4	95.7	94.7	96.2
ILLINOIS	93.8	95.6	93.8	95.5	93.6	95.3	93.6	95.2
INDIANA	92.2	94.6	91.9	93.2	93.7	95.1	93.6	94.8
IOWA	95.6	97.4	95.4	97.4	96.4	97.4	96.8	98.0
KANSAS	94.5	95.7	95.2	96.6	95.6	96.3	94.7	96.2
KENTUCKY	88.1	92.9	89.6	92.6	89.8	93.1	91.2	93.8
LOUISIANA	91.1	93.9	91.7	93.9	90.4	92.2	91.4	93.9
MAINE	94.4	96.6	93.2	95.3	96.0	98.1	96.0	97.8
MARYLAND	96.3	97.2	96.0	97.4	96.7	97.9	95.6	96.6
MASSACHUSETTS	96.4	97.4	96.8	97.5	96.9	97.9	96.5	97.1
MICHIGAN	94.1	95.5	94.4	95.5	95.6	96.5	95.0	96.6
MINNESOTA	97.1	97.9	96.7	98.1	96.1	97.3	95.6	97.2
MISSISSIPPI	86.0	90.9	86.3	90.4	87.2	90.6	88.6	92.5
MISSOURI	93.6	95.2	94.0	96.0	93.1	95.3	93.8	96.0
MONTANA	92.5	94.4	93.2	95.7	94.6	96.3	93.9	95.5
NEBRASKA	95.9	96.4	96.4	97.1	96.6	97.2	96.7	98.0
NEVADA	93.3	94.5	93.7	94.6	95.4	95.9	93.0	93.5
NEW HAMPSHIRE	96.2	97.5	95.4	96.4	96.0	96.9	96.4	97.3
NEW JERSEY	93.6	95.2	94.4	95.3	94.3	95.1	92.9	94.1
NEW MEXICO	87.1	89.9	88.4	90.9	90.2	93.3	88.3	91.2
NEW YORK	91.9	93.4	93.4	94.5	93.5	94.8	93.1	94.4
NORTH CAROLINA	91.8	94.2	92.5	94.5	92.7	94.6	92.6	95.2
NORTH DAKOTA	96.3	97.6	95.8	97.1	97.1	98.0	96.5	97.7
OHIO	94.5	95.8	94.6	95.6	94.9	96.0	94.8	96.0
OKLAHOMA	89.3	91.9	90.9	93.1	92.1	94.0	91.8	93.6
OREGON	94.7	95.4	93.9	94.7	94.8	95.7	96.1	97.0
PENNSYLVANIA	96.8	97.8	96.9	97.7	97.3	98.0	97.0	98.0
RHODE ISLAND	94.7	96.3	94.8	96.0	95.5	96.7	95.9	97.3
SOUTH CAROLINA	90.0	93.3	89.2	92.9	89.8	91.9	89.4	92.3
SOUTHDAKOTA	93.7	95.7	94.1	95.6	93.7	95.4	94.7	96.1
TENNESSEE	92.2	94.6	93.1	95.2	92.0	93.9	93.1	95.6
TEXAS	91.1	93.6	91.5	94.2	91.6	94.3	90.8	93.2
UTAH	96.2	97.0	95.9	96.5	96.0	96.8	95.7	97.1
VERMONT	94.4	96.5	94.2	95.6	94.6	95.9	94.6	96.3
VIRGINIA	92.6	94.7	94.8	96.4	94.3	95.9	94.8	96.7
WASHINGTON	96.8	97.3	96.0	96.9	96.8	98.0	96.0	97.2
WEST VIRGINIA	89.0	93.0	89.3	92.6	90.6	93.6	90.8	94.2
WISCONSIN	96.5	97.5	97.0	97.7	96.9	97.6	96.1	97.6
WYOMING	94.6	96.3	92.7	94.9	93.9	95.7	93.5	95.5

Table 6.6
Percentage of Households with a Telephone by State

	1995		1996		1997		1998	
	ANNUAL AVERAGE		ANNUAL AVERAGE		ANNUAL AVERAGE		ANNUAL AVERAGE	
	Unit	Avail	Unit	Avail	Unit	Avail	Unit	Avail
UNITED STATES	93.9	95.2	93.9	95.0	93.9	95.0	94.1	95.2
ALABAMA	92.2	94.0	92.2	93.9	92.3	93.6	93.3	94.4
ALASKA	93.6	95.6	94.4	95.4	94.5	96.4	94.0	96.0
ARIZONA	93.8	95.1	93.1	94.1	91.6	93.2	91.9	93.0
ARKANSAS	89.4	92.5	86.9	89.7	89.8	91.8	68.0	89.8
CALIFORNIA	94.5	95.3	95.0	95.6	94.3	94.9	95.2	95.9
COLORADO	96.6	97.2	95.5	96.4	95.9	97.3	95.0	96.0
CONNECTICUT	96.9	98.0	97.5	98.2	94.2	94.8	95.5	96.2
DELAWARE	962	968	96.1	97.1	95.7	96.7	96.7	97.0
DISTRICT OF COLUMBIA	909	923	93.0	94.2	90.8	92.3	91.0	92.3
FLORIDA	939	948	93.1	94.2	92.8	94.0	92.6	93.5
GEORGIA	900	918	89.7	91.1	92.0	93 a	91.4	92.5
HAWAII	947	960	94.8	95.9	94.5	95.6	95.4	96.3
IDAHO	95.1	96.1	92.9	94.3	94.0	94.7	93.3	94.2
ILLINOIS	93.6	95.0	93.0	94.2	92.2	93.7	92.8	93.9
INDIANA	94.4	95.9	93.7	95.1	93.8	95.1	94.4	95.7
IOWA	96.4	97.6	96.6	96.9	96.7	97.5	96.7	97.5
KANSAS	93.9	95.0	93.9	95.2	94.0	95.2	94.3	95.3
KENTUCKY	92.1	94.2	92.3	93.3	93.2	94.3	93.3	95.1
LOUISIANA	92.6	95.3	91.1	93.3	91.0	93.5	92.3	93.3
MAINE	95.7	96.9	96.5	97.8	96.1	97.3	96.9	97.9
MARYLAND	96.4	96.8	96.7	97.2	95.7	96.3	96.5	97.0
MASSACHUSETTS	95.9	96.7	95.7	96.7	95.4	96.3	94.5	95.4
MICHIGAN	95.2	96.0	95.0	95.6	94.3	95.2	95.0	96.0
MINNESOTA	97.3	96.1	97.1	98.0	96.9	98.0	97.8	98.3
MISSISSIPPI	86.5	91.1	87.5	91.6	89.2	93.2	89.5	92.0
MISSOURI	94.4	95.7	95.3	96.7	95.0	96.2	94.6	95.9
MONTANA	94.2	95.3	94.3	95.5	93.7	94.8	94.1	95.0
NEBRASKA	97.1	97.8	96.0	96.9	97.1	97.8	96.2	97.0
NEVADA	92.6	93.6	93.5	94.1	94.1	94.4	92.3	93.3
NEW HAMPSHIRE	96.2	97.2	96.1	96.9	96.5	97.4	95.5	96.6
NEW JERSEY	92.3	93.2	93.6	94.8	94.9	96.0	94.5	95.3
NEW MEXICO	86.4	88.8	86.2	88.6	88.1	90.8	88.2	91.3
NEW YORK	92.9	93.9	93.4	94.3	94.2	95.1	94.8	95.7
NORTH CAROLINA	93.4	95.1	93.5	95.1	93.1	94.2	93.1	94.0
NORTH DAKOTA	97.2	97.9	96.3	96.7	95.8	97.0	96.8	97.5
OHIO	94.0	95.0	94.5	95.6	94.6	95.3	95.6	96.3
OKLAHOMA	91.5	92.9	91.3	92.6	91.4	93.1	90.6	91.7
OREGON	96.4	96.9	96.0	96.6	95.6	96.3	96.0	97.2
PENNSYLVANIA	96.8	97.5	96.9	97.5	97.1	97.6	96.8	97.4
RHODE ISLAND	96.0	97.4	95.7'	96.3	94.5	95.6	95.6	96.5
SOUTH CAROLINA	90.5	92.3	91.3	93.6	92.5	93.8	92.9	94.1
SOUTH DAKOTA	94.3	95.9	93.3	94.5	93.9	95.0	90.6	91.7
TENNESSEE	93.0	95.5	94.0	96.2	94.5	96.4	94.6	96.3
TEXAS	91.3	93.3	91.0	92.6	91.3	93.0	92.2	93.7
UTAH	97.6	97.9	96.7	97.0	96.9	97.7	97.1	97.7
VERMONT	96.5	98.0	95.9	97.7	95.1	96.7	95.2	96.1
VIRGINIA	95.9	97.3	94.9	96.1	94.5	95.7	93.9	94.E
WASHINGTON	95.7	96.6	94.5	95.5	95.9	96.9	95.2	95.9
WEST VIRGINIA	92.7	94.9	92.9	95.0	93.2	94.9	93.8	95.5
WISCONSIN	97.3	97.7	97.0	97.7	96.3	97.2	95.9	96.8
WYOMING	94.1	95.5	95.0	95.7	93.4	95.0	93.7	94.6

Table 6.6
Percentage of Households with a Telephone by State

	1999							
	MARCH		JULY		NOVEMBER		ANNUAL AVERAGE	
	Unit	Avail	Unit	Avail	Unit	Avail	Unit	Avail
UNITED STATES	94.0	94.9	94.4	95.3	94.1	94.9	94.2	95.0
ALABAMA	91.9	93.3	92.6	94.2	69.9	91.4	91.5	93.0
ALASKA	94.9	96.3	94.6	96.7	94.2	96.4	94.6	96.5
ARIZONA	92.8	93.5	92.4	92.9	94.4	95.0	93.2	93.8
ARKANSAS	88.9	90.5	90.5	92.4	87.2	88.6	88.9	90.5
CALIFORNIA	94.7	95.5	96.5	96.9	95.9	96.3	95.7	96.2
COLORADO	95.9	96.2	97.2	97.9	97.1	97.6	96.7	97.2
CONNECTICUT	94.9	95.2	97.6	97.9	97.0	97.4	96.5	96.8
DELAWARE	98.2	98.6	94.4	96.0	94.6	96.1	95.7	96.9
DISTRICT OF COLUMBIA	92.3	93.5	92.7	93.5	92.1	93.4	92.4	93.5
FLORIDA	92.6	93.7	93.3	94.1	92.0	92.9	92.6	93.6
GEORGIA	92.3	93.3	91.2	92.6	92.8	93.7	92.1	93.2
HAWAII	95.6	96.7	97.4	97.6	95.9	97.0	96.3	97.1
IDAHO	93.6	94.6	95.1	96.1	92.8	93.0	93.8	94.6
ILLINOIS	91.2	92.4	91.7	93.1	92.4	93.6	91.8	93.0
INDIANA	93.8	95.4	93.7	94.5	94.0	95.8	93.6	95.2
IOWA	96.1	96.9	96.3	96.9	95.0	95.6	95.8	96.5
KANSAS	97.1	97.4	92.1	93.4	92.2	93.6	93.8	94.8
KENTUCKY	93.5	95.3	93.3	94.0	91.5	93.0	92.8	94.1
LOUISIANA	90.3	91.8	92.2	93.7	92.1	93.7	91.5	93.1
MAINE	97.5	98.0	96.9	97.8	97.3	98.0	97.2	97.9
MARYLAND	96.8	97.1	94.1	94.6	95.0	95.6	95.3	95.8
MASSACHUSETTS	95.4	95.8	94.7	954	96.1	96.9	95.4	96.0
MICHIGAN	94.0	94.7	94.3	95.2	94.2	94.7	94.2	94.9
MINNESOTA	95.9	96.5	97.5	97.8	97.3	97.6	96.9	97.3
MISSISSIPPI	87.1	89.6	89.1	93.1	87.8	90.8	88.0	91.2
MISSOURI	94.6	95.4	97.1	97.8	95.0	96.6	95.6	96.6
MONTANA	95.4	96.5	95.4	96.0	95.0	96.2	95.3	96.2
NEBRASKA	94.8	95.7	97.0	97.7	95.8	96.4	95.9	96.6
NEVADA	93.4	94.0	94.9	94.9	91.1	91.6	93.1	93.5
NEW HAMPSHIRE	95.8	97.2	97.9	97.9	97.3	97.6	97.0	97.6
NEW JERSEY	95.0	95.3	92.4	92.8	94.4	94.7	93.9	94.3
NEW MEXICO	90.0	91.6	90.9	92.3	88.6	90.2	89.8	91.4
NEW YORK	95.2	96.0	95.4	96.1	95.3	96.1	95.3	96.1
NORTH CAROLINA	93.3	94.2	94.3	95.1	94.0	95.1	93.9	94.8
NORTH DAKOTA	95.7	96.6	98.9	99.1	97.2	97.9	97.3	97.9
OHIO	95.5	96.0	94.8	95.8	93.8	95.1	94.7	95.6
OKLAHOMA	90.8	91.6	91.3	92.6	91.5	93.4	91.2	92.5
OREGON	95.1	95.5	95.8	96.9	94.7	95.8	95.2	96.1
PENNSYLVANIA	96.9	97.3	96.9	97.1	97.5	97.7	97.1	97.4
RHODE ISLAND	95.1	95.5	94.6	95.1	93.1	93.6	94.3	94.7
SOUTH CAROLINA	94.4	95.2	91.1	92.7	93.3	94.2	92.9	94.0
SOUTHDAKOTA	91.3	91.8	94.5	95.6	92.2	92.8	92.7	93.4
TENNESSEE	93.3	94.8	94.9	96.9	95.2	96.4	94.5	96.0
TEXAS	92.2	93.2	93.5	94.9	91.4	92.5	92.4	93.5
UTAH	95.5	96.9	94.6	95.8	96.6	96.8	95.6	96.5
VERMONT	95.4	97.2	94.5	95.9	96.1	97.0	95.3	96.7
VIRGINIA	93.1	94.9	93.0	93.7	93.4	93.7	93.2	94.1
WASHINGTON	95.9	96.6	96.8	97.0	94.9	95.6	95.9	96.4
WEST VIRGINIA	93.1	94.7	92.7	93.9	92.4	95.1	92.7	94.6
WISCONSIN	96.0	97.5	95.7	96.0	95.4	96.2	95.7	96.6
WYOMING	95.2	96.0	95.0	95.6	94.9	95.3	95.0	95.6

Table 6.6
Percentage of Households with a Telephone by State

	2000							
	MARCH		JULY		NOVEMBER		ANNUAL AVERAGE	
	Unit	Avail	Unit	Avail	Unit	Avail	Unit	Avail
UNITED STATES	94.6	95.3	94.4	95.2	94.1	95.0	94.4	95.2
ALABAMA	91.2	92.5	92.3	94.2	92.1	93.1	91.9	93.3
ALASKA	95.4	97.4	91.9	96.4	95.6	96.9	94.3	96.9
ARIZONA	94.8	95.6	93.8	94.5	93.2	94.3	93.9	94.8
ARKANSAS	90.1	91.2	89.1	90.6	86.6	87.9	88.6	89.9
CALIFORNIA	95.6	96.1	95.8	96.4	96.1	96.6	95.8	96.4
COLORADO	95.7	96.3	96.4	97.0	96.7	96.8	96.3	96.7
CONNECTICUT	95.8	96.2	97.6	97.6	95.9	96.5	96.4	96.8
DELAWARE	97.2	97.8	96.2	96.8	95.4	96.6	96.3	97.1
DISTRICT OF COLUMBIA	90.8	91.8	95.3	95.8	93.6	94.8	93.2	94.1
FLORIDA	92.2	92.9	92.1	92.8	92.0	92.9	92.1	92.9
GEORGIA	91.8	92.9	90.6	91.7	90.9	92.8	91.1	92.5
HAWAII	93.6	94.5	93.5	94.0	97.1	97.3	94.7	95.3
IDAHO	93.6	94.2	93.3	94.9	94.9	95.3	93.9	94.8
ILLINOIS	93.0	93.4	92.1	92.6	89.5	91.0	91.5	92.3
INDIANA	95.7	96.3	93.3	94.0	94.4	95.5	94.5	95.3
IOWA	96.7	97.2	95.3	96.4	96.6	97.6	96.2	97.1
KANSAS	94.6	94.9	96.6	96.9	93.2	95.3	94.8	95.7
KENTUCKY	93.9	94.7	93.7	94.9	92.4	93.2	93.3	94.3
LOUISIANA	90.8	92.0	92.7	94.3	94.3	95.1	92.6	93.8
MAINE	98.5	99.2	97.9	98.1	97.2	97.6	97.9	98.3
MARYLAND	96.3	97.0	94.7	95.6	94.1	95.4	95.0	96.0
MASSACHUSETTS	94.1	95.5	95.7	96.3	94.0	94.7	94.6	95.5
MICHIGAN	95.9	96.1	94.8	95.7	94.2	95.1	95.0	95.6
MINNESOTA	97.8	98.0	96.6	97.4	97.9	98.1	97.4	97.8
MISSISSIPPI	88.8	91.5	87.7	90.1	91.1	94.4	89.2	92.0
MISSOURI	95.7	96.8	95.5	96.8	96.1	97.1	95.8	96.9
MONTANA	95.1	95.7	95.0	95.7	93.7	93.9	94.6	95.1
NEBRASKA	97.8	98.4	97.0	97.9	97.2	97.8	97.3	98.0
NEVADA	95.5	95.9	94.0	94.8	92.4	92.7	94.0	94.5
NEW HAMPSHIRE	98.1	98.5	97.7	98.4	97.2	98.0	97.7	98.3
NEW JERSEY	94.6	95.1	94.1	94.5	95.1	95.4	94.6	95.0
NEW MEXICO	92.2	93.0	92.0	93.7	89.4	91.3	91.2	92.7
NEW YORK	96.3	96.7	94.7	95.6	94.2	94.7	95.1	95.7
NORTH CAROLINA	93.3	94.5	95.1	95.9	93.3	94.6	93.9	95.0
NORTH DAKOTA	94.8	95.7	96.0	96.6	96.6	96.9	95.8	96.4
OHIO	94.7	95.6	95.4	96.2	94.4	95.6	94.8	95.8
OKLAHOMA	90.5	91.7	92.2	93.4	90.8	91.7	91.2	92.3
OREGON	94.0	94.7	94.7	95.6	95.7	96.4	94.8	95.6
PENNSYLVANIA	97.4	97.9	96.6	97.1	95.8	96.4	96.6	97.1
RHODE ISLAND	95.1	95.9	95.6	96.0	94.0	95.9	94.9	95.9
SOUTH CAROLINA	94.2	94.9	92.1	93.4	93.2	94.3	93.2	94.2
SOUTH DAKOTA	95.5	96.0	93.7	94.6	93.8	94.5	94.3	95.0
TENNESSEE	96.3	97.3	94.8	96.2	95.4	96.3	95.5	96.6
TEXAS	94.0	95.0	93.3	94.1	93.3	94.1	93.5	94.4
UTAH	96.0	96.7	95.4	96.0	96.4	96.9	95.9	96.5
VERMONT	95.6	96.4	94.2	94.8	96.9	97.5	95.6	96.2
VIRGINIA	95.0	95.8	96.0	96.3	95.1	95.9	95.4	96.0
WASHINGTON	93.4	94.7	95.9	96.7	95.4	96.6	94.9	96.0
WEST VIRGINIA	93.3	94.9	95.1	96.3	93.6	94.7	94.0	95.3
WISCONSIN	94.1	95.1	95.6	96.9	94.7	96.1	94.8	96.0
WYOMING	94.9	96.0	94.8	96.1	94.5	95.9	94.7	96.0

Table 6.6
Percentage of Households with a Telephone by State

	2001							
	MARCH		JULY		NOVEMBER		ANNUAL AVERAGE	
	Unit	Avail	Unit	Avail	Unit	Avail	Unit	Avail
UNITED STATES	94.6	95.4	95.1	95.9	94.9	95.8	94.9	95.7
ALABAMA	91.9	93.5	93.0	93.9	93.4	94.7	92.8	94.0
ALASKA	96.4	97.3	94.7	95.8	96.9	98.1	96.0	97.1
ARIZONA	94.5	95.1	93.5	94.1	95.4	96.1	94.5	95.1
ARKANSAS	91.6	92.5	91.4	93.1	90.9	93.2	91.3	92.9
CALIFORNIA	96.1	96.4	97.0	97.5	96.6	97.1	96.6	97.0
COLORADO	96.2	96.9	97.4	97.9	96.6	97.2	96.7	97.3
CONNECTICUT	95.9	96.5	96.8	97.3	95.5	96.7	96.1	96.8
DELAWARE	97.5	98.4	94.4	95.0	96.8	97.2	96.2	96.9
DISTRICT OF COLUMBIA	95.5	96.1	93.8	95.0	94.3	95.5	94.5	95.5
FLORIDA	92.0	92.8	93.2	94.1	94.5	95.0	93.2	94.0
GEORGIA	92.2	93.3	93.2	94.2	91.9	92.8	92.4	93.4
HAWAII	94.3	95.5	96.9	97.5	96.0	96.7	95.7	96.6
IDAHO	93.5	94.5	94.1	95.2	96.0	97.2	94.5	95.6
ILLINOIS	92.0	93.0	93.7	94.4	91.7	92.7	92.5	93.4
INDIANA	93.7	94.9	95.0	95.7	93.1	94.5	93.9	95.0
IOWA	97.1	97.7	97.2	97.6	97.0	98.0	97.1	97.8
KANSAS	92.6	94.9	95.4	96.6	94.6	96.3	94.2	95.9
KENTUCKY	93.4	94.6	93.7	94.9	93.5	94.1	93.5	94.5
LOUISIANA	93.4	94.7	94.5	95.2	92.8	94.0	93.6	94.6
MAINE	97.9	98.8	97.7	98.3	97.9	98.5	97.8	98.5
MARYLAND	96.2	96.5	95.5	95.9	96.4	96.6	96.0	96.3
MASSACHUSETTS	96.1	96.2	95.7	96.4	95.1	95.7	95.6	96.1
MICHIGAN	94.9	95.9	94.7	95.5	94.4	95.3	94.7	95.6
MINNESOTA	97.0	97.3	97.7	98.2	97.7	98.0	97.5	97.8
MISSISSIPPI	87.8	91.0	88.1	91.4	93.7	95.5	89.9	92.6
MISSOURI	97.1	97.6	96.6	97.0	94.6	95.8	96.1	96.8
MONTANA	95.0	96.1	94.8	95.4	95.2	95.7	95.0	95.7
NEBRASKA	97.3	97.6	96.5	97.6	96.0	96.9	96.6	97.4
NEVADA	95.4	95.9	95.2	95.9	94.8	95.7	95.1	95.8
NEW HAMPSHIRE	98.2	98.7	97.8	98.1	98.8	99.1	98.3	98.6
NEW JERSEY	95.2	95.8	95.9	96.7	96.2	96.7	95.8	96.4
NEW MEXICO	91.3	93.5	93.6	94.3	91.6	92.9	92.2	93.6
NEW YORK	95.1	95.9	94.9	95.5	95.2	96.2	95.1	95.9
NORTH CAROLINA	93.3	94.4	93.9	94.5	93.7	95.1	93.6	94.7
NORTH DAKOTA	95.0	96.0	94.6	95.4	93.5	94.4	94.4	95.3
OHIO	95.4	95.8	96.7	97.3	95.8	97.0	96.0	96.7
OKLAHOMA	92.9	93.9	93.0	93.8	93.7	95.1	93.2	94.3
OREGON	94.6	95.6	96.2	96.8	95.9	97.0	95.6	96.5
PENNSYLVANIA	97.1	97.5	97.0	97.3	97.0	97.7	97.0	97.5
RHODE ISLAND	95.8	96.4	95.7	96.2	97.4	97.5	96.3	96.7
SOUTH CAROLINA	93.1	94.3	94.9	96.3	95.5	96.3	94.5	95.6
SOUTH DAKOTA	95.7	96.3	94.9	95.5	94.6	95.7	95.1	95.8
TENNESSEE	91.8	93.4	93.2	94.9	94.5	95.9	93.2	94.7
TEXAS	93.6	94.7	94.3	95.1	93.6	94.9	93.8	94.9
UTAH	96.2	96.2	96.5	96.9	97.0	97.6	96.6	96.9
VERMONT	97.1	98.0	97.2	97.6	97.2	97.9	97.2	97.8
VIRGINIA	94.3	94.7	95.8	96.3	93.9	95.0	94.7	95.3
WASHINGTON	95.9	96.8	96.9	97.7	95.2	96.2	96.0	96.9
WEST VIRGINIA	92.8	95.6	94.5	95.6	93.1	94.7	93.5	95.3
WISCONSIN	96.2	97.8	95.6	95.8	95.5	96.7	95.8	96.8
WYOMING	94.2	95.1	93.7	94.5	93.4	94.9	93.8	94.8